



1. People: Developing Human Potential and Resilience

This track emphasizes the critical role of individuals and teams in building resilient, adaptive organizations. It explores human and organizational performance (HOP), focusing on creating systems that foster engagement, trust, and safety. Sessions in this track will delve into:

- Enhancing workforce engagement through behavioral sciences.
- Building mutual trust and improving human-system interfaces.
- Promoting psychological safety to empower learning from both success and failure.
- Leveraging social science and neuroscience advancements to drive cultural transformation and resilience.
- High-Reliability Organizing: working in a way that produces fewer than expected accidents by recognizing and responding to unclear and unexpected events quickly and effectively.

2. Processes: Advancing Systems for Learning and Excellence

Processes are the backbone of any learning organization. This track highlights how well-built systems and the right methodologies enable continuous improvement, operational reliability, and proactive risk management. Topics include:

- Cause Analysis and Corrective Actions: Learning from undesirable outcomes to prevent recurrence by integrating social and physical sciences with robust management systems.
- Resilience Engineering: Developing flexible systems to respond to surprise and uncertainty.
- Data-Driven Decision-Making: Nurturing a culture of analytics by aligning expertise with actionable insights to improve decision quality and organizational outcomes.

3. Profitability: Enabling Sustainable Growth through Learning

Profitability stems from aligning people and processes to create value and ensure sustainability. This track explores how learning organizations achieve success through continuous adaptation and innovation. Key focus areas include:

- Leveraging data analytics to enhance decision-making and demonstrate the ROI of predictive and descriptive approaches.
- Fostering culture change and sustainability to maintain competitive advantages in uncertain environments.
- Driving the intersection of human potential and innovative processes to maximize efficiency, customer satisfaction, and long-term profitability.

These redefined tracks showcase the interconnected impact of **People, Processes, and Profitability**, reflecting the forward-looking vision of the IMPACT! conferences while building on its rich history of safety, human performance, causal analysis, organizational learning, and resilience.